

IDIS Web390 Quick Reference Card

Once you are logged into IDIS, IDIS in the Web390 environment is exactly the same as the IDIS you use with SprintLink. For questions regarding IDIS, refer to the IDIS Reference Manual (www.hud.gov/cpd/idis/ref_man.html) or call the TAU at 1-800-273-2573. If you need a Web390 ID, contact your local HUD field office.

A. Getting Started

Hardware	486 or greater PC with LAN or modem connection (via an Internet Service Provider) to the web.
Operating System	Windows 95, 98 or NT. (Web390 has not been tested with Win2000.)
Software	<div>1. Netscape Navigator v.4.05 or higher. This is a free download.</div> <div>In order to access IDIS via the web, you must use Netscape Navigator, no exceptions.</div> <div>2. Web390 Netscape plug in (np3270.exe). This is a free download.</div> <div>3. If you want to download reports, the report batch file (idisdnld.bat). This is a free download.</div>
Web390 Username and Password	Each grantee with an active IDIS User ID has already been assigned a Web390 Username. If you do not know your Web390 Username, call your local field office who will provide it.

B. Connecting To IDIS

To connect to IDIS with Web390, you need a connection to the internet -- either with an ISP or through a LAN -- and Netscape Navigator 4.05 or higher.

To access IDIS on the web, go to **www.hud.gov/cpd/idis/idis.html**

You should see a US Map divided into regions. (If you don't, press the Reload button on your browser.)

If you log in using Internet Explorer, you will see the US Map but will be able to log in only to download the Netscape plug in. You cannot use Internet Explorer to access IDIS. Log out of I.E. and log back in using Netscape!

Downloading the np3270.exe plug-in

Click on the region where you are located. You will see a pop-up that prompts for your Web390 Username and Password.

For Username, enter the Web390 "wi" ID you were assigned and your password in all **lower-case**. (Your password is the first letter of your first name, the first letter of your last name, and the last four digits of your Social Security Number.

When the "HUD House" screen appears, click on the grey "Logon" button.

Close any pop-up windows that may appear!! Do not click on the puzzle piece! What looks obvious, isn't!

Instead, click **Configure** on the right-hand side of the screen. Click **Download the latest PC Client Software** and save the file to a temporary directory on your hard drive. To install the plug-in, locate the file you downloaded, then doubleclick on its icon to start the installation process.

Logging In To Production IDIS

Click on the region where you are located. You will see a pop-up that prompts for your Web390 Username and Password.

For Username, enter the Web390 "wi" ID you were assigned and your password in all **lower-case**. (Your password is the first letter of your first name, the first letter of your last name, and the last four digits of your Social Security Number.

When the "HUD House" screen appears, click on the grey "Logon" button. The IDIS Logon Screen will appear.

Logging In to Pre-Production

Do not click on the map! Instead, click on **Click Here To Practice in Pre-Production** directly above the map.

You will see a pop-up that prompts for your Web390 Username and Password.

When the "HUD House" screen appears, click on the grey "Logon" button. The Pre-Production IDIS Logon Screen will appear.

For either region, after you enter your Web390 ID and password, the screen will say NOT CONNECTED. This refers to your IDIS system status. You are logged into Web390. Click on the grey "Logon" box to view the IDIS Logon Screen.

C. URLs for Downloading Software

Netscape

home.netscape.com/download

If an older version of Netscape is currently your default browser, download version 4.05 or newer.

If you currently use Internet Explorer as your default browser, we recommend that you download the standalone version of Netscape Navigator 4 (not Communicator) from Netscape. When installing Navigator, **don't** select the option to install it as your default browser. Both browsers can then be used on the same PC.

Web390 Plug-In

www.hud.gov/cpd/idis/idis.html

(see directions in the “Connecting” section)

rptdown.bat Report Software

www.hud.gov/cpd/idis/idis.html.

1. Click on the “Installation Module for IDIS Reports on the Internet” link. You will see a dialog box prompting for a location to save the installer file (ftpzip.exe) on your hard drive. Note this location.

2. Using My Computer or Explorer, go to the folder where you downloaded and saved the ftpzip.exe file. Double click on the file name. When the dialog box appears, make sure that the “Extract To” box says c:\, not a sub-directory. Click on the **Extract** button.

The installer will create the directory \idisdown which contains files used by the download process; and the directory \idisdata, which is used to store downloaded data extract files. (If the \idisdata directory already exists, its contents will not be erased.)

D. Running Reports with Web390

Downloading a Report to a PC

Be sure you have downloaded and extracted rptdown.bat software. The rptdown.bat file uses an FTP command to transfer the report file from the IDIS Web server to your PC. If your site uses a network with a firewall, ask your network administrator to verify that: 1) an “anonymous” user account exists on your PC; 2) the network has an open port for both outgoing and incoming FTP traffic.

1. At the IDIS Report Status screen, type **D** next to first report with a Ready

status that you want to download and press Enter. (Pressing Enter will update the status from Wait to Ready.)

2. Press **<Alt-Tab>** to toggle to the Windows desktop. From the Start Menu, select Run, then type the following command in all UPPERCASE:

C:\IDISDOWN\RPTDOWN P C>NNNNN

(C>NNNNN is your IDIS User ID and P represents Production IDIS. (To download reports from Preproduction, substitute an “R”).)

E. Exiting Web390

For security reasons, to exit from IDIS via Web390, click on the **Disconnect** button on the right side of the screen, then completely exit from Netscape Navigator.

F. Troubleshooting a Connection

If you cannot connect to IDIS and have already verified that you:

- Used Netscape Navigator Version 4.05 or higher
- Installed the Web390 np3270.exe plug-in
- If using a LAN firewall, the ports 21450-59 and 21559 are open

The results from the trace route will help the TAU determine the path of the connection from your PC to HUD. Open up an MS-DOS windows and at the C:\ prompt, type:

Tracert mf.hud.gov

The results should look similar to this. If you get to “mf.hud.gov” you are connecting to the HUD server. Print the screen or copy down the response and forward it to the TAU at IDIS_HELP@hud.gov. Be sure to include your full name, telephone number and locality.

Tracing route to mf. hud. gov [170. 97. 67. 8] over a maximum of 30 hops:
1 <10 ms <10 ms 1 ms 170. 97. 27. 65
2 1 ms 1 ms 1 ms prog1- cisco4- router. hud. gov [170. 97. 74. 1]
3 15 ms 9 ms 11 ms 1h- border. hud. gov [170. 97. 88. 50]
4 9 ms 8 ms 16 ms mf. hud. gov [170. 97. 67. 8]
Trace complete.

A Few Web390 Tips

Maximize the screen size	Before connecting to Web390 , close Netscape's Personal, Location and Navigation toolbars by clicking the small down arrows at the far left of each toolbar.
Using F keys	Select F1 through F12 from your keyboard. Or, for F1-F24, right click on any screen. From the pop-up screen, click on a key with your mouse.
To recover from a software error/ To redisplay the US Map when it is garbled	Click the Reload button on the browser. If this returns another error; then click the Back button on the browser. If this also returns an error; then click the Resynchronize button. (This option is not available if you are at the home page.) If you still cannot correct the problem, click Stop on the browser and use File, Exit from the Netscape menu to shut down Netscape; then restart Netscape. If the problem still occurs, contact the TAU.
To print the screen	Press the Resynchronize button then the Print icon on the tool bar.

G. Error Messages

3270 not connected	Go to the url: www.hud.gov/cpd/idis/web390_help.html for more information on downloading and installing the plug-in.
Authorization failed	Your Web390 Username or password is invalid. Try entering it again. If this doesn't work, contact your field office or John_Mayer@hud.gov
Can't connect to server	This message usually indicates a problem with your Internet Service Provider (ISP).
[msg when our server is down]	The Web390 server is unavailable. The server is available from 8 a.m. to 8 p.m. EST, Monday through Friday - the same hours that IDIS is available. If you receive this message during "up" hours, the Web390 server is temporarily unavailable. Try connecting again later.
Accept Cookies?	Web390 users may receive one or more <i>cookie</i> messages when they use IDIS via Internet. These messages may occur if you - or the person who installed Netscape on your PC - changed the Netscape "Cookie" preferences.

To stop receiving these messages:	From the Netscape Edit menu, select Preferences, then Advanced. In the section titled Cookies (the lower half of the box), select Accept all Cookies. Remove the check from Warn Me before Accepting a Cookie.
Timing Out	Some popular ISPs time out after a certain period of time with no activity. If you have problems losing your internet connection from IDIS, contact your internet service provider's technical support line.
12204 SSL port specified is not allowed	Your network administrator needs to open a port on your network's firewall to allow access to Web390.
Site doesn't allow FTP on port 21	To be able to download reports, your network administrator must open a port for outgoing as well as incoming FTP traffic.
Internet Explorer cannot open the Internet site	Because of the way I.E. implements security, it is not compatible with Web390's emulation. A user with Internet Explorer Version 4 or Version 5 can see the US Map login pop-up, and the "HUD House" screen but not the IDIS screens themselves.
Grey screen or blob instead of US Map	Delete the file: <code>c:\programfiles\netscape\communicator\program\plugins\np327032.dll</code> Then, re-install the np3270.exe plug-in.

H. NT Network Firewalls

The following information is provided for NT Network Administrators. Most NT users will not have access to the NT server to perform these changes themselves.

IDIS on Web390 uses a specific port for each region of the country and for preproduction, which your network administrator must open. If possible, we recommend that you open all ports available. If your administrator does not want to do this, call the TAU to learn the specific port for your region. Have your network administrator check that production ports 21450-21459 and the pseudo port 21559 are accessible.